

Contact Center Dashboard

Month

All

Product

Motor

5K

Total_productive_hours

22K

Total_call_volume

10

Count of Agent Name

8K

Sum of Hours Worked

70

Unplanned_absence_...

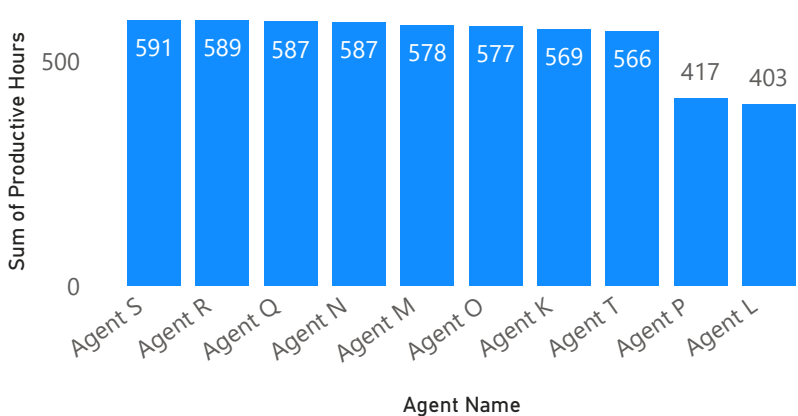
4.9K

Total_Policies

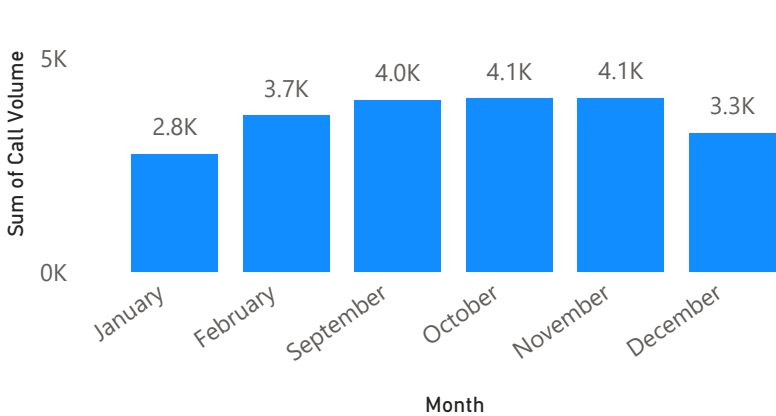
Agent Name

All

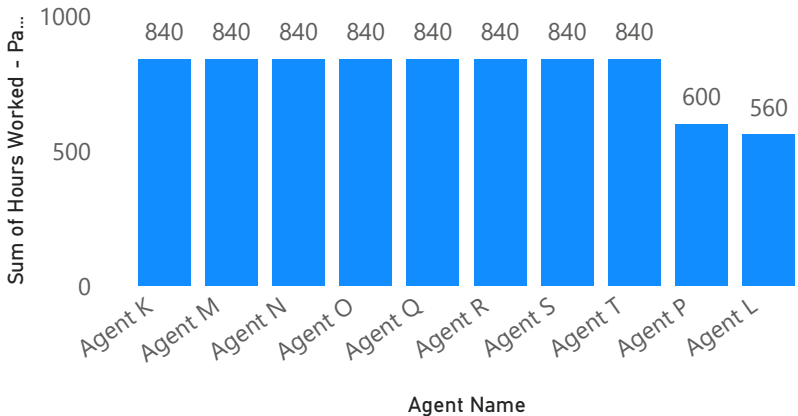
Sum of Productive Hours by Agent Name



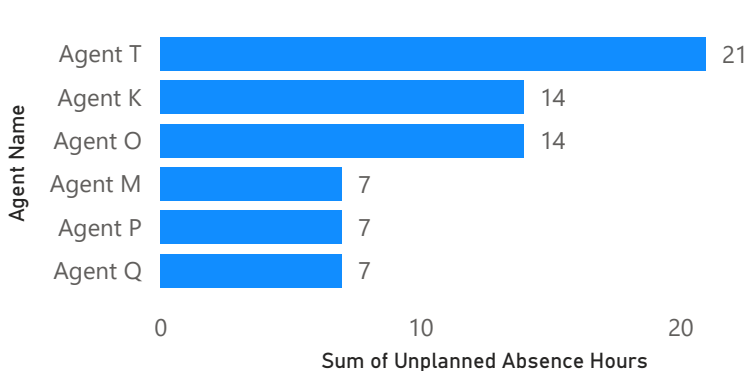
Sum of Call Volume by Month



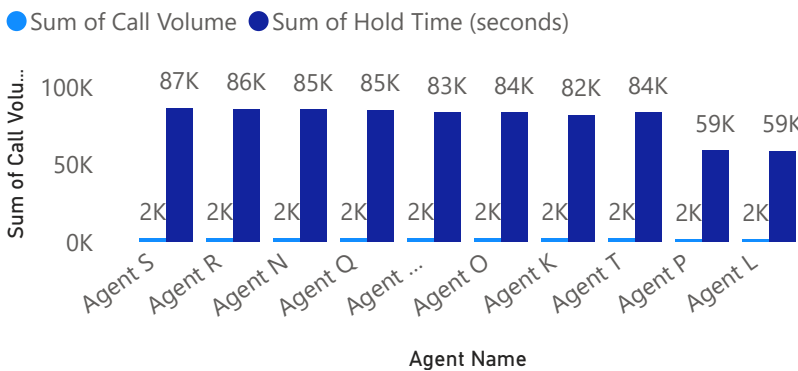
Sum of Hours Worked - Payroll by Agent Name



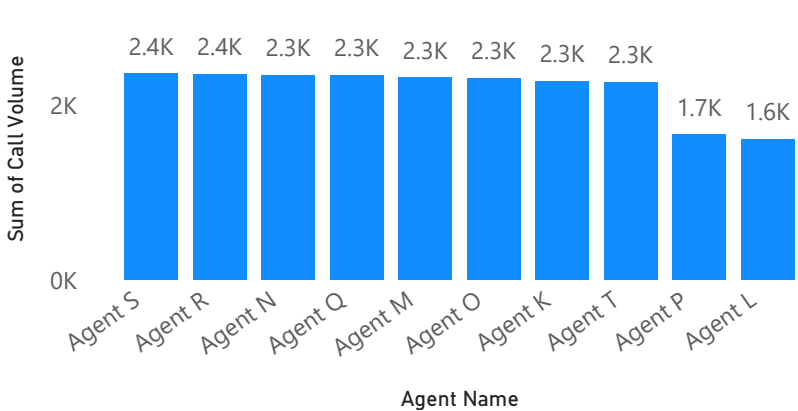
Sum of Unplanned Absence Hours by Agent Name



Sum of Call Volume and Sum of Hold Time (seconds) by Agent Name



Sum of Call Volume by Agent Name



Contact Center Dashboard

Month

All

Product

Travel

6.00K

Sum of Productive H...

8178

Sum of Policies

25K

Sum of Call Volume

63.00

Sum of Unplanned A...

8.34K

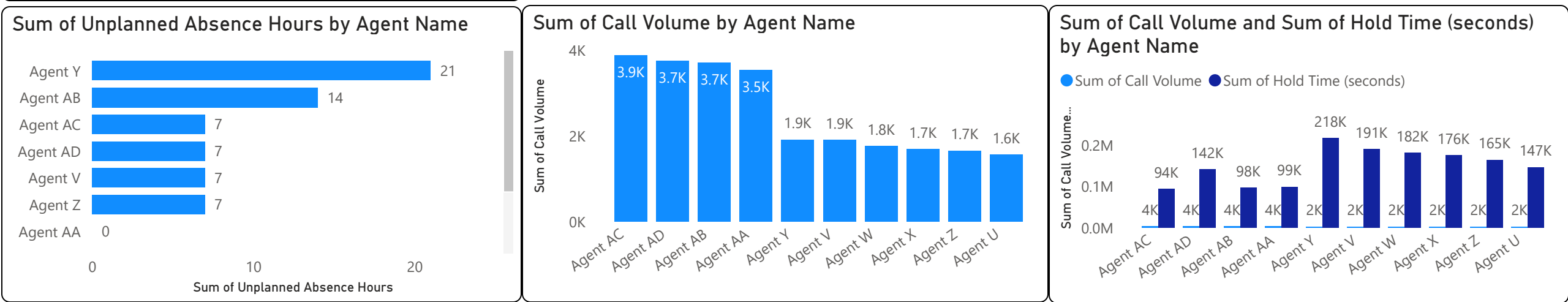
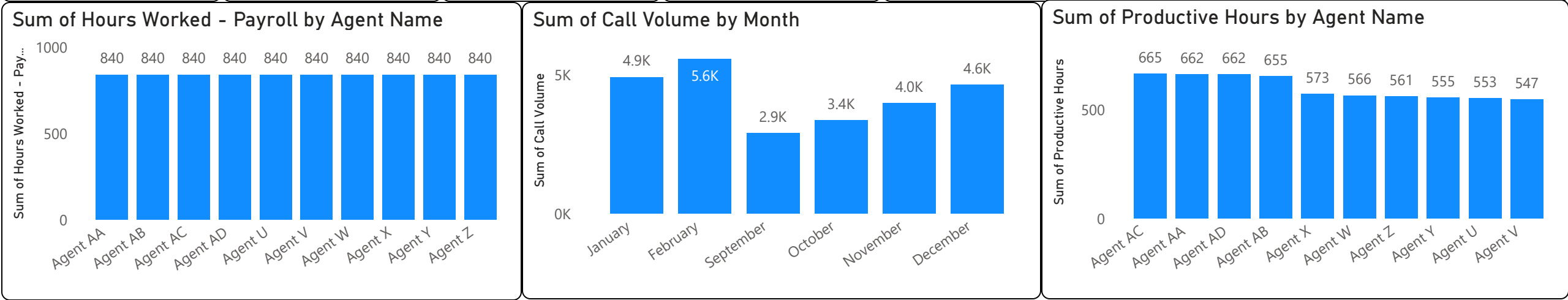
Sum of Hours Worke...

10

Count of Agent Name

Agent Name

All



Contact Center Dashboard

Month

All

Product

Home

10

Count of Agent Name

8K

Sum of Hours Worked

6K

Sum of Productive Hours

11K

Sum of Policies

277

Sum of Unplanned Absence Hours

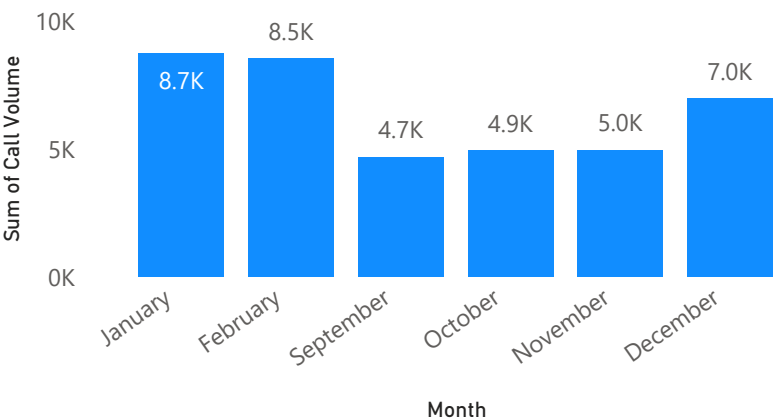
39K

Sum of Call Volume

Agent Name

All

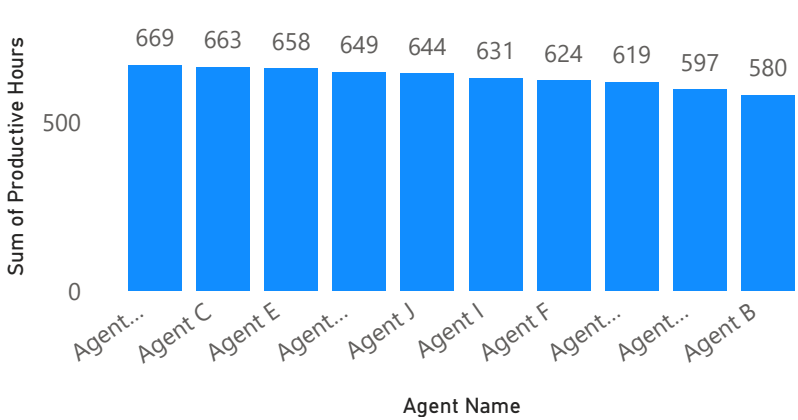
Sum of Call Volume by Month



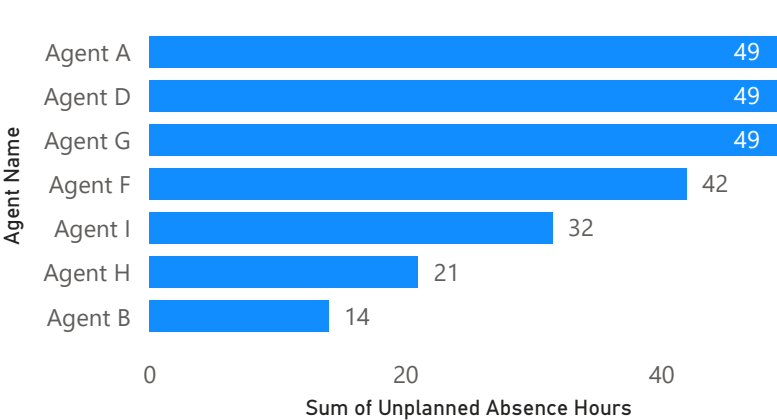
Sum of Hours Worked - Payroll by Agent Name



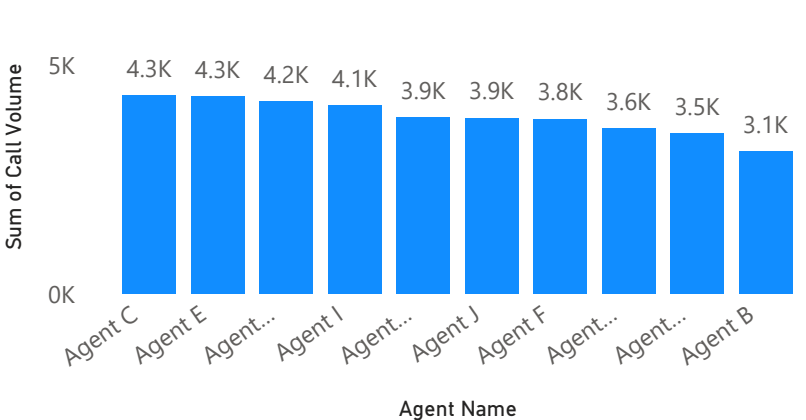
Sum of Productive Hours by Agent Name



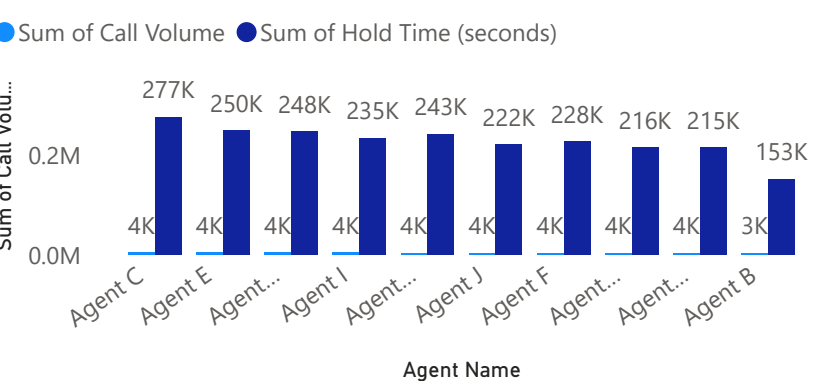
Sum of Unplanned Absence Hours by Agent Name



Sum of Call Volume by Agent Name



Sum of Call Volume and Sum of Hold Time (seconds) by Agent Name



Call Center Report For Travel

Agent AC has the highest productive hours (665) with agent V having the lowest (547). Agent Y has the highest number of unplanned absenteeism (21) agents AC, AD and Z has the same number of absenteeism (7) while some agents like AA, X, U have not had an unplanned absenteeism. Highest volume of call was record in February)5.6k) followed by January (4.9k). September has the the lowest volume of call (2.9k). Agent AC accounts for the highest volume of calls (3.9k), followed by agents AD and AB (3.7K). Agent U has the lowest volume of call (1.6k) while agent Y accounts for the highest number of hold time(218k) .

Call Center Report For Motor

Agent S and R have the highest call volume of (2.4k) and hours worked(840) with productivity of (591) and (589) respectively. Agent L has the lowest call volume of (1.6k) with productivity of (409). Agent T has the highest number of unplanned absenteeism from work(21). Agents M, P and Q have the same number of unplanned absenteeism (7), while some agents like N, R, L and S have not had an unplanned absenteeism. Highest volume of call (4.1k) was recorded in October and November followed by September which has (4.0k). the lowest volume was recorded in January(2.8k).

Call Center Report For Home

Agent A accounts for highest productivity hours(669k) with agent B having the least (580). Agent A, D and G has the highest absenteeism (49) with agent B having the lowest (14). Agent C has the highest volume of call(4.3k) while agent B has (3.1k) which is the least volume of call, January accounts for the highest volume of call (8.7k) in a month followed by February (8.5K) and September having the lowest (4.7k) by month.

Recommendation

Strategies such as deduction of salary or salary delay should be put in place in other to reduce the number of absenteeism.
Performance incentive should be given to boost productivity particularly to agents with longer tenure
More agents should be employed especially during peak seasons to boost productivity
Adequate training and guidance should be given to agents to boost productivity